

NHCA QUARTERLY NEWSLETTER

We're Back! After a short hiatus, the NHCA quarterly newsletter is once again delivering information to our beneficiaries.



Hospital Point circa 1912

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Hospital Point circa 2012



JANUARY- MARCH 2013

Inside this issue



A letter from the CO

2



Diversity at NHCA

3



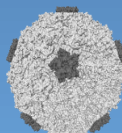
Feature Spotlight

4



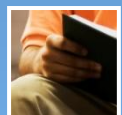
Medical Home

5



Urgent vs.
Emergency Care

6



OMBUDSMAN
Program/Cover
your Cough

7



Cervical/Mental
Health Awareness

8



Announcements

9



To All Staff, Naval Health Clinics Annapolis, families and friends:

Greetings to all of you and on behalf of CAPT Smith and CMDCM Marsh, our sincere wishes that you have a wonderful holiday season this year as we celebrate all festivities associated with Hanukkah, Christmas, New Year with your family, friends, and fellow deployed members. With a widely diverse staff with culture and heritage from around the world, this is also the season that some may recognize one of the religious or secular celebrations found around the world such as Bodhi Day, the Winter Solstice, Id al-Adha, Shab-e Chelleh, Krismas, Kwanza, Omisoka, and Festivus.

I would like to welcome our two new Ombudsman, Mr. William Lopez and Mrs. Renee Smith, who have recently taken over responsibilities for this vital program. They are a great addition to our team. While working at Brigade Medical and looking after his family (and HM2 Lopez), Mr. Lopez, a prior Hospital Corpsman looks forward to helping with our family outreach. Mrs. Smith, a former Navy Nurse (who you may recognize as the XO's spouse) has also brought a wealth of experience to our program.

For our deployed staff, ENS King continues to keep contact with you – and please let us know if there is anything you or your families may need. We do have some events and situations that are a bit beyond our control, but we will to our best from here to help you and your families.

It has been a busy time at home - and for all of our staff, as we have completed our Joint Commission Survey. We have also completed the Medical IG survey and did very well. Hurricane Sandy followed by the Nor-Easter Storm wreaked havoc on New Jersey and New York - and our staff up north are just now getting power back. They have all been in our thoughts and the Chief of Staff and Command Master Chief from Navy Medicine - National Capital Region have just completed visits with them.

As always, whether you are staying around Annapolis, Earle, Lakehurst, Mechanicsburg, or Philadelphia, driving or flying, or serving on deployment in Afghanistan, Africa, or abroad, I hope you can take a moment to reflect on the meaning of this holiday season and the importance of family and faith during this holiday. I know some of you will be caring for casualties, others watching football - and hopefully all will be enjoying lots of turkey, stuffing, and dessert.

Please be safe and use good judgment/ORM this holiday. If you were unable to attend the Command Safety Stand-down, you may make up the class on our website. Thanks to Mr. Brymer, CMC Marsh, and CDR Marquez and CAPT Andersen (Acting CO and XO, respectively) who took the helm while the XO and I were recovering from our own medical issues.

The Safety Bottom Line - be accountable for your actions and responsible in your behavior - I need all of you to come back from leave, liberty, and deployment safely. I wish all of you on duty, deployed, or on watch to be extra safe and vigilant while you provide for our nation's health and security.

God bless each of you and your loved ones, and my sincere thanks for your outstanding work, dedicated service, and all you do every day for our patients and each other.

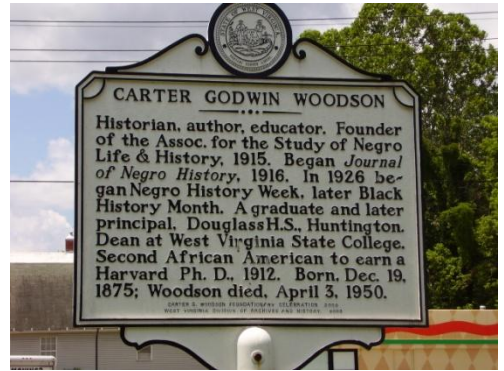
Sincerely,

M. S. Moeller
CAPT, MC, USN
Commanding Officer
Naval Health Clinic Annapolis

Diversity at Naval Health Clinic Annapolis

February marks a month of celebration for the achievements of African Americans. The celebration grew as a result of the efforts of Carter G. Woodson, a Harvard educated historian who believed that the accomplishments of African Americans could not be denied and deserved recognition. Woodson founded The Journal of Negro History in 1916, which would raise awareness of the contributions that African Americans had made to the

nation. The Association for the Study of African American Life and History, which the journal is now known, established Negro History Week in 1925. The movement soon gained nationwide recognition, and since 1976 every president has designated the month of February as Black History Month. This year's theme is "The 150th Anniversary of the Emancipation Proclamation and commemoration of 50th Anniversary of the March on Washington.



Carter G. Woodson is considered by many to be the father of black history.

African Americans in history



Condoleezza Rice – 66th Secretary of State



Martin Luther King Jr. – Civil Rights Activist



Mae Jemison – Physician and Astronaut

Feature Spotlight: LT Erin Millea, NHCA Staff Dentist

On deployment in Djibouti in support of Combined Joint Task Force Horn of Africa, LT Erin Millea of Camp Lemonnier Expeditionary Medical Facility, has been working alongside personnel from The Djibouti Ministry of Health to deliver dental care to the local population. Her efforts are allowing local officials and dentists to develop best oral health care work practices.



Awards



Senior Sailor of the Year - HM1 Charles Ramirez
Junior Sailor of the Year - HM2 Megan Lopez
Blue Jacket of the Year - HN Laquesha Jackson

Senior Sailor of the Quarter 4th QTR - HM1 Dwayne Lopez
Junior Sailor of the Quarter 4th QTR - HM2 Eric Alamo
Blue Jacket of the Quarter 4th QTR - HM3 James Pascua

Senior Civilian of the Quarter 3rd QTR - Dr. Mimi Lum
Junior Civilian of the Quarter 3rd QTR - Ms. Cathy Clayton

Introducing Medical Home

It is with great pleasure to inform our beneficiaries that Naval Health Clinic Annapolis is now operating as a **Medical Home** model for health care delivery. We believe that this will greatly improve how we provide care to all of our beneficiaries.

The **Medical Home** model is an approach to healthcare delivery that fosters partnerships between patients, providers, clinic staff, and when appropriate, family members, with the goal of maximizing positive health outcomes. We use a team approach in providing comprehensive healthcare to you as an actively involved patient. Our overall goal is to partner with our patients to enhance their health.

This Department of Defense program is referred to as **Medical Home Port** in the US Navy. The **Medical Home Port** will still be located in the Primary Care Clinic spaces on the second deck of NHCA at Hospital Point and in our Branch Health Clinics in Lakehurst, Earle, and New Jersey. We will still provide all of the same services as in the past.

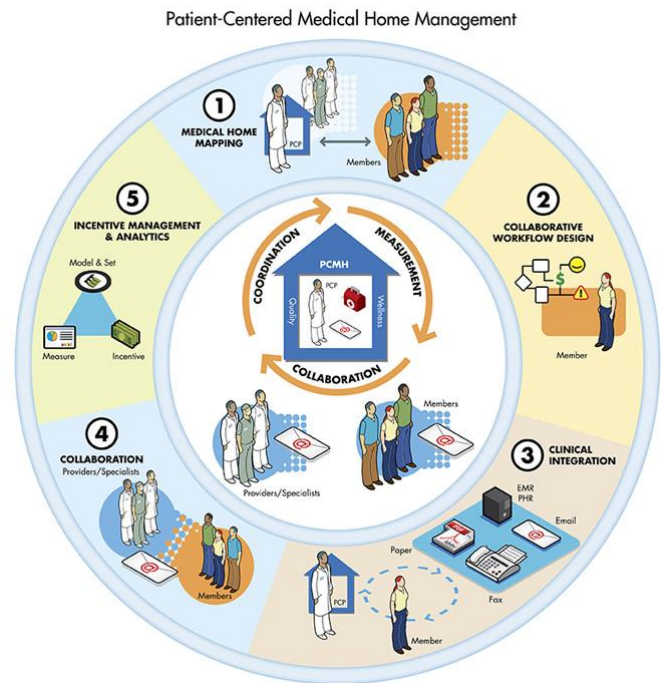
As a team we will work together to coordinate the services needed and provide the best health care possible. We are working hard to ensure appointments go as smoothly as possible and are confident that you will be pleased with the patient-centered approach of the NHCA **Medical Home Port**.

One of the highlights of **Medical Home Port** is an improved communication process which makes it easier for you to make appointments, request medication renewal, check lab results, and communicate any other questions to the **Medical Home Port Team**. We are already using an online service called **RelayHelath** to improve access to your **Medical Home Port Team**. See Page 8 for registration information

Beneficiaries can still schedule an appointment by calling 410-293-CARE (2273).

Please feel free to contact us to answer any questions. We welcome feedback and suggestions to this new healthcare delivery model. For any questions or concerns please call the **Health Benefits Advisor** at (410) 293-2276 or email NHCA-HealthBenefitsAdvisor@med.navy.mil. You can also call **Customer Relations** at (410) 293-1741 or e-mail NHCA-CustomerRelations@med.navy.mil.

Be sure to check our website for any updates at <http://www.med.navy.mil/sites/Annapolis> or join us on facebook to see what is happening at the clinic.



Urgent vs. Emergency Care

TRICARE Urgent vs. Emergency Care: If you or your child gets sick or injured, your first instinct is to go to the emergency room (ER) right away or call 911. These are good instincts in an EMERGENCY, but many people use the ER when it is not an actual emergency. This contributes to long ER wait times, high costs, and unnecessary medical care. Sometimes outside of Naval Health Clinic Annapolis' normal hours, using an urgent care clinic may be your best choice, and can help responsibly preserve the TRICARE benefit for future generations of military families. It can be difficult to know whether an illness or injury is really an emergency, but the judgment is yours to make. If the condition is obviously life threatening, or causing severe pain and distress, then the need for an emergency room is clear. TRICARE views an emergency as a medical, maternity or psychiatric condition you believe could threaten your life, limb or sight without immediate medical attention. Other emergencies include severe, painful symptoms requiring immediate attention, or when a person may be an immediate risk to themselves or others.

Examples not limited to:

- ☐ Chest pain or pressure
- ☐ Uncontrolled bleeding
- ☐ Sudden or severe pain
- ☐ Coughing or vomiting blood
- ☐ Difficulty breathing or shortness of breath
- ☐ Sudden dizziness, weakness, or changes in vision
- ☐ Changes in mental status, such as confusion

You do not need authorization for emergency care before receiving treatment. However, if you're enrolled in a TRICARE Prime plan you must contact your primary care manager or regional health care contractor within 24 hours or the next business day after you receive emergency care.

Naval Health Clinic Annapolis wants to be your **FIRST** choice for urgent care. Urgent care is when an illness or injury is serious enough to seek health care right away, but not so severe as to require emergency room care. Some examples include earache, toothache, joint sprain, muscle pull or urinary tract infection. You can get urgent care from your primary care manager (PCM), or from an urgent care center if your Primary Care Manager (PCM) is unavailable. Urgent care can be quicker, with a lower

cost and better results, compared to a crowded ER that may require unnecessary tests or hospital stays.

If you have TRICARE Prime, you need to get prior authorization from your PCM or your regional contractor to avoid additional costs for visiting an urgent care center. After hours authorization can be obtained by calling 410-293-2273. If you are traveling, you need to contact your home region for authorization. You can find contact information for your regional contractor at www.tricare.mil/contacts.

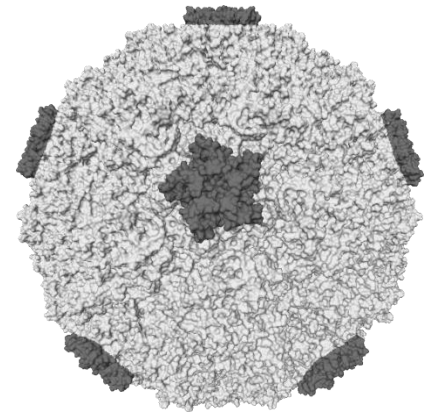
Getting urgent care instead of visiting the ER can save money. ERs are required to run expensive diagnostic tests that may not be necessary if your condition is less serious. Being judicious with your healthcare spending can make your household budget go further, and cost efficient urgent care will help protect your TRICARE benefits in these uncertain financial times. It's a good idea to be aware of nearby urgent care facilities in the TRICARE network, just as you would with the closest emergency room. To find an urgent care facility near you in the TRICARE network, visit <http://www.tricare.mil/mybenefit/home/Medical/FindingAProvider> and select the search tool for your regional contractor.



Cover Your Cough

Many germs can pass from one person to another from a cough. These germs spread infections which can make people sick. What can you do to prevent getting sick? Cover your cough. Use tissues if at all possible. When not possible, cough into your elbow. Immediately throw the tissues away so no one else touches any germs expelled. Remember to wash your hands or use hand sanitizer to stop the spread of germs. If you are sick, please utilize the masks provided at the clinic in

the check-in area and consider sitting away from other people. If it is hard to breathe with a mask on, it is OK to just use tissues to cover your cough. Tissues and hand sanitizer are available at many areas in the clinic for your use. Please feel free to use them. Don't forget to teach your kids too!



Molecular surface of a human rhinovirus – a frequent cause of the common cold

Deployed Personnel

Please keep in your thoughts this holiday season our deployed personnel.

CDR John Biery

LCDR Faye Rozwadowski

LT Erin Millea

LTJG John Munyan

HM2 Lyndale Dacosta

HM2 Isaac Kimble

HM2 Moccia

HM3 Eric George

Command Ombudsman Program

Mr. Will Lopez and Mrs. Renee Smith are the new Command Navy Family Ombudsman for NHC Annapolis. The Ombudsman program is a command-operated program intended to support families of sailors and serve as a communication link between families and the command. Navy Ombudsman also provide information and referral resources and advocate for command family members. We are available Monday through Friday from 0800 until 1700 and 24/7 for emergencies. You may contact us on the Ombudsman phone at (410) 980-7165 or e-mail

nhcaombudsman@yahoo.com.

Cervical Health Awareness Month

January is Cervical Health Awareness Month and NHCA and Health Net Federal Services want every woman to be cervical cancer free. TRICARE beneficiaries who receive their health care from civilian providers are screened for cervical cancer less frequently than the national average. Because of this NHCA and Health Net Federal Services want you to make a commitment today. If you need your screening, call your provider today. If you are current on your screening, encourage someone in your life to get theirs. You can help save a life.

Cervical Cancer Facts:

1. Cervical cancer is preventable.
2. Regular Pap tests can catch abnormal cells before they turn into cervical cancer.
3. Cervical cancer is slow growing. On average, it takes 10 years to develop.
4. Women in their 40s and 50s are at the greatest risk.
5. If you have never had a Pap test or not had one in a long time, it's not too late.
6. Early stage cervical cancer can be treated.
7. Cervical cancer is caused by HPV, a virus.
8. There's a vaccine to protect you from the most dangerous HPVs.
9. A Pap test is quick, easy and painless.
10. There's no cost to you, as a TRICARE beneficiary, when you see a network provider. TRICARE covers Pap tests for women over 18 years of age from a network provider.

For more information, visit our Cervical Cancer Awareness Campaign running throughout the month of January 2013 at www.hnfs.com. We also invite you to follow our cervical cancer posts on Facebook.

Mental Health Note

While the holidays can be a joyous time, post holiday stress is a common occurrence for many individuals. Personal and financial stressors often affect the day to day activities of otherwise healthy individuals. These individuals for whatever reason may not seek help during this stressful period of time. NHCA would like everyone to know that help is available for many of these stressors.

The Fleet and Family Support Center (FFSC) offers many programs including couples and marital counseling, parenting support groups, financial counseling, and anger management workshops. Please call the FFSC at (410) 293-2641 for more information about any of these services.

Substance abuse can be the result or cause of stress in the lives of many individuals. NHCA has Substance Abuse Rehabilitation counselors available to get you or someone you know the resources and treatment he or she may need. Please contact Mr. Steve DeLucchi or Chief Leibfreid at (410) 293-3208 for further information.

Finally, if depression or anxiety is a concern, consider turning for support to others you can trust. The Mental Health Department is always available to assist, and can be reached at (410) 293-3208. As an additional resource, every Tuesday in the Medical Home Port clinic, a psychologist is available. To meet with this psychologist first discuss your concerns with your PCM, and he or she will arrange an appointment with the psychologist.

If someone you know is acutely depressed and you think that they may be contemplating suicide or hurting him or herself, please remember to ACT:

ASK if someone is thinking of suicide.

CARE – Listen, offer hope, don't judge.

TREAT – Take action, don't leave the person alone, get assistance.

In addition to the resources at the Mental Health Department, there is a 24/7 hotline at 800-273-TALK (8255). The USNA Chaplains are available for anyone who would like to contact them; They can be reached at (410) 293-1100.

Are you enrolled in Relay Health?

With it you can:



Email your provider/ Med Home team.



Send an e-mail to schedule your next appointment.



Request your lab results.



Request a medication renewal for prescriptions.



Access health information to manage your health.



Create your own personal health record, especially useful for those managing a chronic condition.

Join today at <https://app.relayhealth.com/Patients/Registration.aspx?BID=nhca>.

Since this is a pre-bundled commercial program there is an area that asks for billing information ***THIS DOES NOT PERTAIN TO MILITARY PERSONNEL*** no credit card information is needed and there are no fees or billing associated with this service.

TOWN HALL MEETING

Thursday February
7th at 1530 in the
Lockwood Heaton
conference room at
Hospital Point for
all NHCA enrolled
active duty, retirees,
and their family
members.

Representatives
from the Johns
Hopkins US Family
Health Plan and
TRICARE, will be in
attendance.

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